AMC 4

A Mitel Company

Admin User Guide for iPhone

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1 Welcome to Aastra

Thank you for choosing this Aastra Mobile Client product. Our product meets the strictest requirements with regard to quality and design. The following user's guide will assist you in using the Aastra Mobile Client (AMC 4) application and answer most of the questions that may arise. If you require further technical support or information about other Aastra products, please refer to our website at http://www.aastra.com. It provides additional notes and hints on the product.

1.1 Overview

The Aastra Mobile Client brings system telephony features to your mobile telephone. It takes just a few steps to install after which the AMC can be used immediately and conveniently without spending too much time learning it.

1.2 Fixed Mobile Convergence

Fixed Mobile Convergence (FMC) is the integration of mobile telephones into the fixed-line communications system of a company. The Aastra Mobile Client software (AMC) allows you to access the Aastra communications system services from your mobile phone, enabling complete integration with the communications system as a normal extension.

- Use your mobile phone with the Aastra communications system - the familiar communications environment accompanies you around the world and is always available.
- Switch at any time from mobile telephone to system telephone - even in the middle of a call. Depending on the situation, select the mobile telephone or stationary system telephone - accessible worldwide - with the best audio quality.
- Always be accessible under one single number - free people calling you from having to keep track of several network and call numbers.

2 Introduction to the User Guide

This user's guide describes the AMC application. You will find the user's guide and other documents for your application at:
www.aastra.com or www.aastra.com/docfinder.

For more information please refer to the documentation or to your dealer's homepage. It is your responsibility to inform yourself about the scope of functions, operation and proper use of your equipment.

- Check whether you have all the user information available on your product, whether it conforms to your product's version and whether it is up to date.
- Read through the user information carefully before using the AMC.
- Store the user information within easy reach and refer to it whenever uncertainties arise in connection with the use of the application.
- If individual features differ on the Aastra communications systems, a reference is made in this user's guide.

3 Introduction to the AMC

Thank you for using the AMC for iOS-based mobile phones. The AMC is a fixed-mobile convergence (FMC) application and runs on most phones based on the iOS6 and later.

Fixed Mobile Convergence (FMC) is the integration of mobile phones into the fixed-line communications system of an enterprise. The AMC installed on your mobile phone behaves like this. It acts as a regular desk phone, supporting all of the important PBX features using mobile networks.

The AMC Solution utilizes existing networks, thereby avoiding additional installation costs. To start with, the existing mobile network or WLAN access point can be used.

3.1 Feature Overview

Your AMC is the key to a variety of communication services like:

1. Integrated usage of cellular networks via your corporate PBX
2. Access to PBX features (Conference, Consultation etc.)
3. Voice-over-IP (VoIP) telephony via WLAN or mobile data channel *
4. Automatic handovers (cellular network » WLAN)*
5. Mobile Least Cost Routing (HTTPS call back & Travel SIM) *
6. Corporate directory search *
7. IM and Presence *
8. Encrypted VoIP *

Furthermore, as part of our AMC Solution, your AMC offers a range of features to make use of mobile least-cost routing (LCR) which enables you to make dynamic use of the most favorable rates depending on your location and on available networks. All user relevant information regarding the above mentioned possibilities and features will be given at the appropriate points throughout this manual.

The features marked with * require a license or depend on the used provider, the available network and the configuration by the administrator.

3.2 How to read this Manual

This manual is designed to guide you step by step through the installation, configuration and usage of your AMC, providing you with useful hints and advice to facilitate the handling of your AMC. Throughout this manual we will print any terminology used in the AMC or in the main menu of your mobile phone in *italic* letters.

This manual does not describe how to operate the other functionality of your mobile phone. Please refer to the documentation of the available desktop software or the user manual of the device itself. General pieces of information will be marked with the i-icon to the left.

Information for technicians and/or administrators will be given throughout this manual. Those pieces of information will be marked with the icon to the left.

It is possible to deploy settings over-the-air (*OTA Deployment*) via the AMCC. This is done with key-value pairs (settings' key and setting). With the icon to the left we will point out, where OTA deployment is possible. Please refer to the Aastra Mobile Client Controller Administrator Manual for a general description of *OTA Deployment*.

4 Restrictions

There is a major difference between iOS before version 4 and after, namely support for multitasking. This also affects the behavior of the AMC. New smart phone types/models are released every week. To avoid solution complexity and to ease management, it is recommended to implement a mobile phone policy in the company to standardize on a limited amount of phone models. A smart phone is like a computer. You have to reboot them now and then to ensure consistent behavior (the recommendation is once a day on average).

The AMC is a powerful application, and if you have all features turned on, the AMC as well as the data connections, battery life can in worst cases be 50% shorter (dependent on phone type, OS version, network and user scenarios).

Some mobile network operators does not send out their Identity in the signaling available for the AMC to present in a Network status bar. If this is the case only "Cellular Network" will be presented.

There are a handful of destination numbers which are Emergency numbers (000, 110, 112, 118, 119, 911 and 999) which together with your mobile operator's service numbers will result in pure cellular calls ("Direct calls") where the AMC should be inactive. Please make sure these are not part of your number plan.

4.1 iOS

For phone calls in a single tasking scenario this means that, if a call is received in a cellular network (non-WLAN), the AMC is closed automatically and the native phone application is in the foreground. This gives fundamental differences in what is required by an external application implementation and is the reason why the AMC only supports the multitasking version of the iOS.

The AMC is able to use the multitasking capability on iOS devices (3GS or later) with iOS6 and later. This means that the AMC keeps running in the background even if you leave the AMC application. You can quit the AMC like any other application running on iOS with multitasking support. Please refer to the device documentation to learn how this is done. If Dual-mode usage is part of the solution, you must make sure the WLAN network is "Voice ready".

4.2 Sounds and the AMC

Ringer and Alerts for VoIP Calls

The native iPhone setting "Ringer and Alerts" (Settings » Sounds) applies indirectly to the AMC. If "Ringer and Alerts" is on, in-call volume, ringer volume and touch tone volume can be modified with the volume keys (whether the AMC is in the fore- or background).

Notifications (Local Push)

The AMC will not be able to use sounds on iOS (v.7) while in the background until the user has given permission for it here:

`Settings/Notification Center/AMC Client/Sounds`

4.3 Details

- Calls cannot be accepted with the headset button (unless the AMC is in the foreground).
- Which possibilities exist to present Caller-ID information received by cellular channel are limited by the mobile platform as such. iCloud also interferes with the Caller-ID display of the AMC.
- Whenever an unanswered cellular call is terminated, iOS does not return to the last used application. The user has to manually re-enter AMC. This can be observed for example with a SIM switch call is made, which is only placed, but never actually established, for the activation of the new SIM card.
- Muting, or changing the call volume during cellular calls always has to be done via the native menus/buttons, which means that you could have to leave the in-call screen of the AMC.
- The AMC cannot recognize the connection of a headset. Headsets have to be activated manually by using the option" Loudspeaker" in the in-call menu of the AMC.
- Bluetooth headsets could interfere with WLAN systems, as both systems use 2.4 GHz frequency band contention can be an issue. Each WLAN transmitter blocks out 20 of the available 79 Bluetooth channels. This is specifically valid for lower end Bluetooth headsets.
- If PIN has been activated to unlock the screen, an incoming call cannot be answered until the PIN has been entered.

- On an iPhone, incoming VoIP calls are signaled via a notification dialog if the phone is in stand-by. This local notification dialog is controlled by the system. It controls both the ringing and the vibration. It might deviate in behavior and sound from the normal ringtone. Unfortunately, the system provides only little control for configuring this behavior to your preferences, but hopefully this will change with future versions of the iPhone.
- The AMC for iPhone can perform automatic handovers only from GSM to WLAN, not vice versa. WLAN to cellular handovers have to be done manually. The handover feature on iPhone is presently on a level where a single handover during a call can be expected to work. To retain speech quality at the highest level possible, a to-WLAN handover is done when the connection is seen as stable.
- iPhones do not provide an API to enable the AMC to detect automatically if the phone is in a roaming state or not. Therefore, this "Roaming" state has to be manually activated in the AMC in the Settings (refer to 12.2) to enable the required behavior when users roam outside their "home" mobile network.
- iPhone OS requires data access during a call to show the in-call services menu. A 2G-data connection does not allow data access during a call.
- As iOS also does not allow a call to be terminated directly by the AMC, a data channel is required to request the AMCC to end it.
- Dialing numbers of contact entries from within the AMC with an appended letter ”P” and the like is not supported.
- If contact is exited in the AMC just as a call comes in, it may occur that the ring tone is replayed only once. However, the call can always be answered.
- The service *GSM Callback* is not available on iPhone.
- Caller-ID display on iPhone is supported if 1) a data channel is available, and 2) if a local phone book is stored on the device. However, contact synchronization via iCloud is not supported.

5 Data Usage Overview

The following table clarifies exactly how much data usage is required for individual services of the AMC. The settings governing the allowed usage of cellular data channels are described in 12.3.1 on page 46.

Setting/Service	Available Services and required data volumes
Packet Data Off	0KB, no features that require Packet Data can be used.
Packet Data Minimal	Approx. 3KB per Callback attempt, 10KB for the Corporate Contacts search with a typical result set of 5-10 users.
Packet Data Local Network & *GPRS Dynamic*	30KB per hour for registrations and keepalives with MWI, but without IM/ Presence 100KB for average IM/ Presence usage per hour. 300- 500KB per hour for feature usage in calls.
3G VoIP	Approx. 25 **MB** per hour with iLBC and up to 78**MB** per hour with PCMU or PCMA codecs.

6 (Initial) Configuration Download

The configuration for your AMC can be downloaded automatically when opening it for the first time. Before opening the AMC, make sure that a data channel (Wi-Fi or 3G) is available. When you open the application a pop-up window will appear (see screenshot):

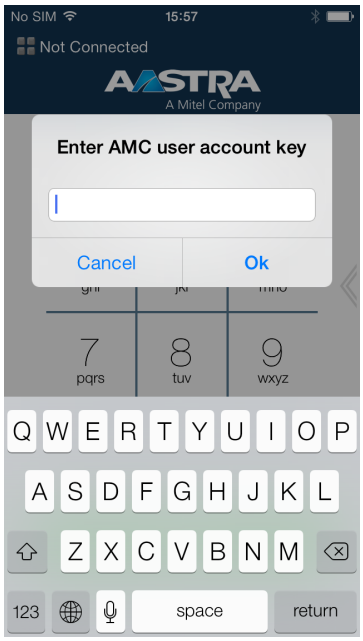


Figure 1: Download pop-up

1. If you have received an AMC User Account key, enter it into the pop-up window. Leave blank if you haven't received a key.
2. In the next popup, enter your cellular number into the automatic pop-up window. Entering it with a leading plus sign is not necessary, but please provide the number including the country prefix.
3. Press "OK" to begin the configuration deployment to your AMC.
4. The AMC will notify you once the configuration download has ended and if further steps are necessary.

→ After this all configuration data provided in the system will be saved and applied by your AMC.

Redirect Server

The deployment method "Redirect Server" will always appear if the client is unconfigured. Your administrator has the option to enable authentication via PIN. Contact him if the PIN-popup appears and you haven't received the PIN.

In the case of Failure (Fallback)

Should the download via the Redirect Server fail, a pop-up will prompt you to either enter Registrar IP, Username and Password manually or to retry the automatic download. The AMC will then (re)try to download the configuration by the chosen method.

Troubleshooting: Re-download Configuration

In rare cases, the settings data may be corrupted when saved by the AMC. Should problems occur immediately after a configuration download, please re-download the configuration. To download the configuration data manually, open the Status Page and use the option "Update Settings".

Forced Configuration Download

In certain cases a configuration download can be forced from the AMCC to the AMC. If necessary for the application of new settings, the AMC will be rebooted automatically.

7 General Operation of the AMC

The AMC seeks to blend in seamlessly with the usability concepts of the platform it runs on, and tries to closely match the functionality of your smartphone's native phone application. The following chapter contains all user-relevant information for the AMC: how to navigate within the AMC, and how to use in- and out-of-call features.

7.1 Configure Access Points (APs)

An essential service of the AMC is VoIP telephony. It is therefore crucial to be connected to an access point in order to use the features of your AMC.

Please consult the documentation of your iPhone for detailed information. A short summary follows below.

- Open the Settings in your iPhone's main menu and click on Wi-Fi
- A list of available networks will be displayed below *Choose a Network...*
- Click on *Other...* to configure a (new) access point
- Then enter all necessary information for the chosen access point (picture to the right):

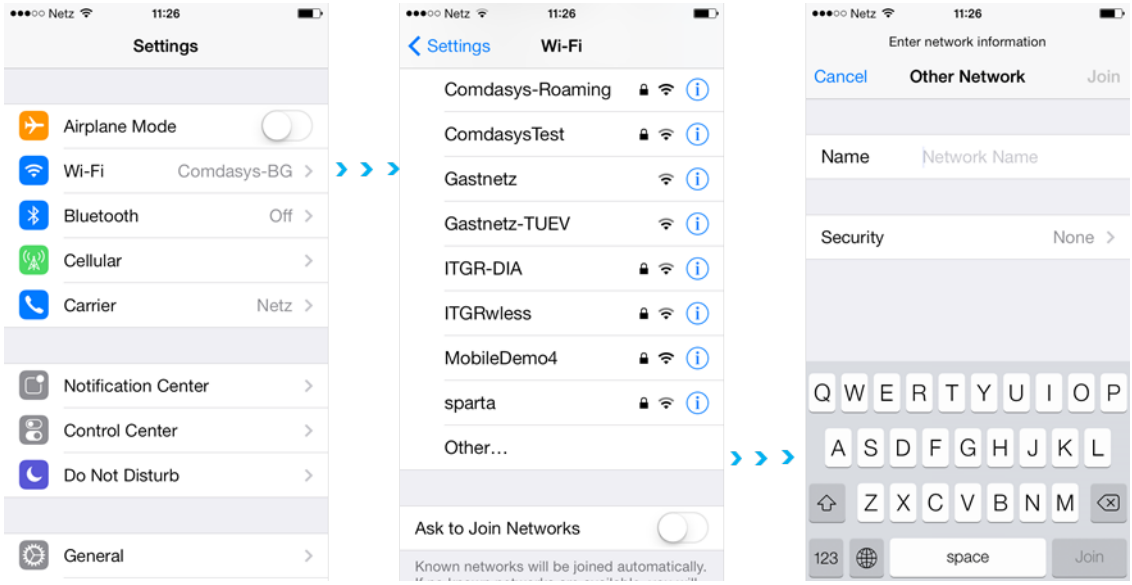


Figure 2: Configure access points on iOS.

7.2 Opening the Application

If configuration download fails, make sure the mobile data Access Point for your mobile provider is configured correctly (if unknown, see their web page).

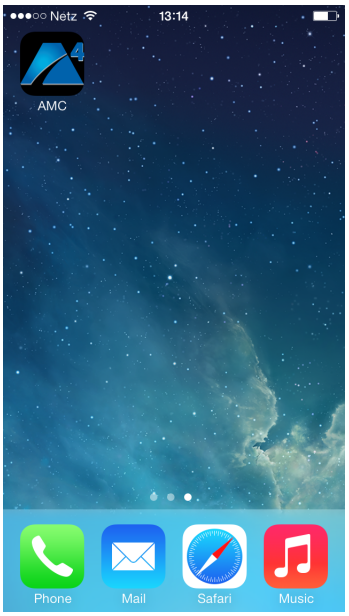


Figure 3: Enter the AMC by touching its icon in the main view. In the latest version, the Settings section can be entered on the Favorites page.

When you first open the AMC, a configuration download via the Redirect Service (as described in section 6) will be attempted. Enter your AMC User Account Key and mobile phone number (in international format) to attempt a download. A data connection is mandatory!

If the administrator has created the AMC license, it will be included in the configuration download. If added to the configuration, the LCR file will also be downloaded and then the feature file. Please don't close AMC before the download is complete.

Redirect Download Attempts

Until the settings Registrar, Username and Password have been set in the AMC, there will be a pop-up window every time AMC is started e.g. on the first start of the AMC and after a factory reset (refer to chapter 12.11).

7.3 Home Screen Navigation

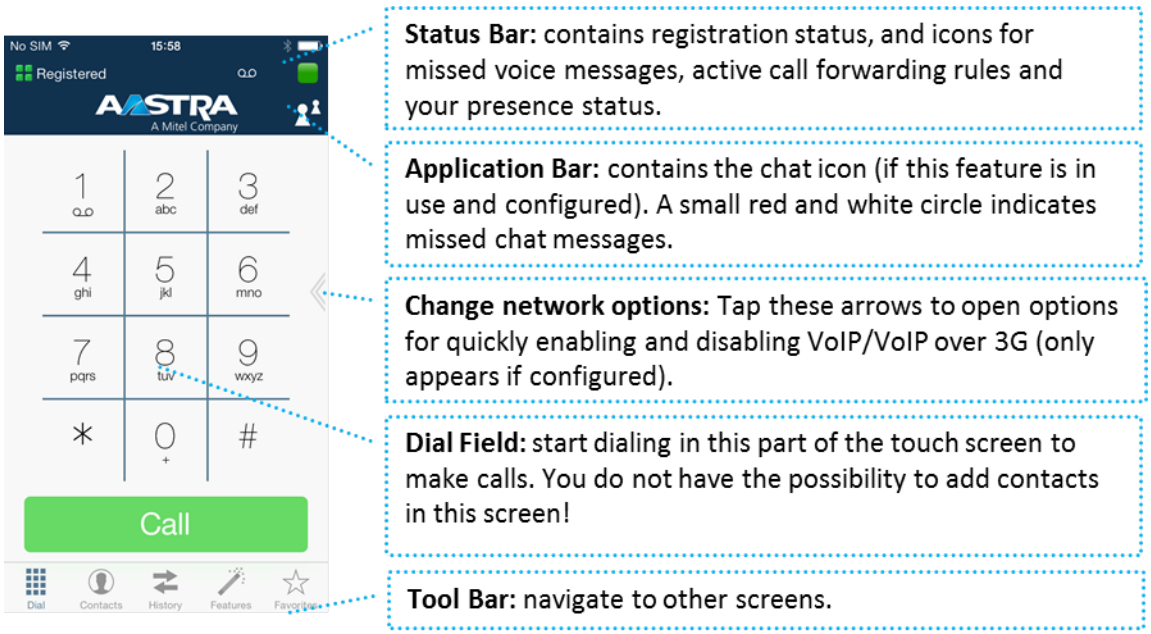

No SIM
15:58
Registered
A Mitel Company
1
2 abc
3 def
4 ghi
5 jkl
6 mno
7 pqrs
8 tuv
9 wxyz
*
0 +
#
Call
Dial
Contacts
History
Features
Favorites
Status Bar: contains registration status, and icons for missed voice messages, active call forwarding rules and your presence status.
Application Bar: contains the chat icon (if this feature is in use and configured). A small red and white circle indicates missed chat messages.
Change network options: Tap these arrows to open options for quickly enabling and disabling VoIP/VoIP over 3G (only appears if configured).
Dial Field: start dialing in this part of the touch screen to make calls. You do not have the possibility to add contacts in this screen!
Tool Bar: navigate to other screens.

Figure 4: Explanation of the AMC home screen on iOS.

7.4 Registration Status

The **Status Bar** displays your current registration status. There are different icons depending on the type of registration:

This registration icon indicates that there is a VoIP-capable data connection. This data connection may be Wi-Fi or Packet Data(refer to 12.3.1 for information about *Packet Data* settings).

This icon indicates a successfully established data connection. Features can usually be accessed perceivably faster. A SIP-connection is used for feedback and feature access. Please note that this connection produces traffic.

This icon indicates that a system registration is in progress.

The red icon appears if the system registration has failed. This may be caused by faulty user credentials. Please contact support if this problem persists.

You will see this icon if there is currently no data connection available, and therefore no system registration possible. Whenever a configured Access Point becomes available, the AMC can re-registers itself in the system if it is configured to do so. Please note that system registration (data access) is needed for fast mode call setup method.

Registrations in Data Networks other than Wi-Fi

Please note that certain settings have to be enabled for the AMC to register over Packet Data (refer to 12.3.1).

Static Roaming

When the AMC is turned off, calls will only be routed to the *GSM Number* of a user if *Static Roaming* is activated for this user. If *Static Roaming* is deactivated on the AMCC, the AMC will not be available in cellular-only networks.

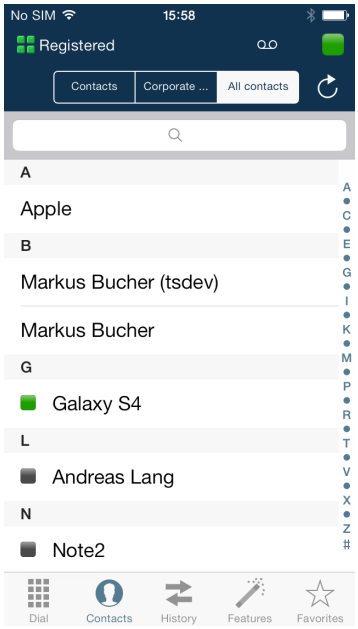
7.5 Toolbar

The toolbar of the AMC for iOS contains the following screens.

7.5.1 Contacts and Corporate Phonebook

There are some differences between this contact screen and the native contact screen. The AMC also has some additional services, for example access to your *Corporate Contacts*.

Note: This is an optional feature and will only be visible if access on the AMCC side has been enabled, and your device has data connectivity.



The *Contacts* view offers the possibility to search your local phonebook or your Corporate Contacts (in many cases an Active Directory server, data channel required!) or both at the same time by using the filter options "Contacts", "Corp. Contacts" and "All Contacts" in the top menu bar.
Enter at least two letters of the beginning of a name. The AMC will search your *Corporate Contacts* and display the found results after a couple of seconds.

Search Corporate Contacts

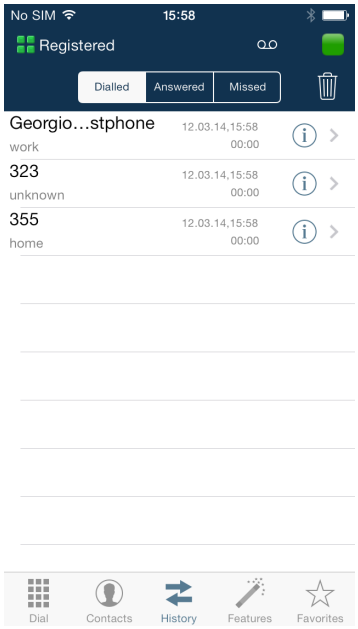
Type in at least two letters into the search field and press the icon to start the search. Upon a search request, the AMCC will only forward the first 25 results to the AMC. If that list does not contain the contact you are looking for, provide a more specific request.

Example: If entering the first four letters returns more than 25 items - and the one you are looking for is missing - enter the first 5 or 6 letters to further specify your search.

Avatar Pictures

Note that avatar pictures of your Contacts are only shown for inbound and outbound calls if the contacts have been loaded at least once. Contacts are loaded as soon as you open the Contacts screen in the AMC. They have to be reloaded after a restart. Later versions of the AMC also offer a Refresh button to the right of the filter options.

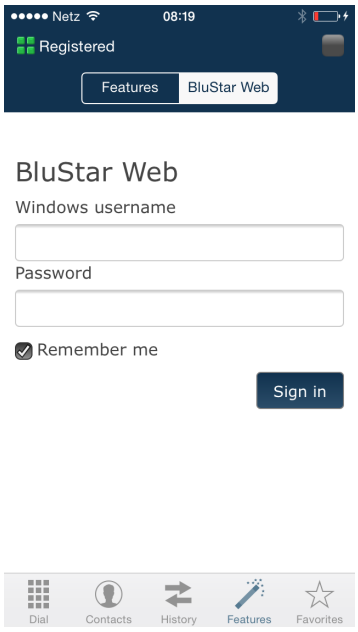
7.5.2 Call List



The *Call List* screen is similar to the *Recents* screen in the native menu of your phone. However, as you can see in the picture to the left, there are some differences:

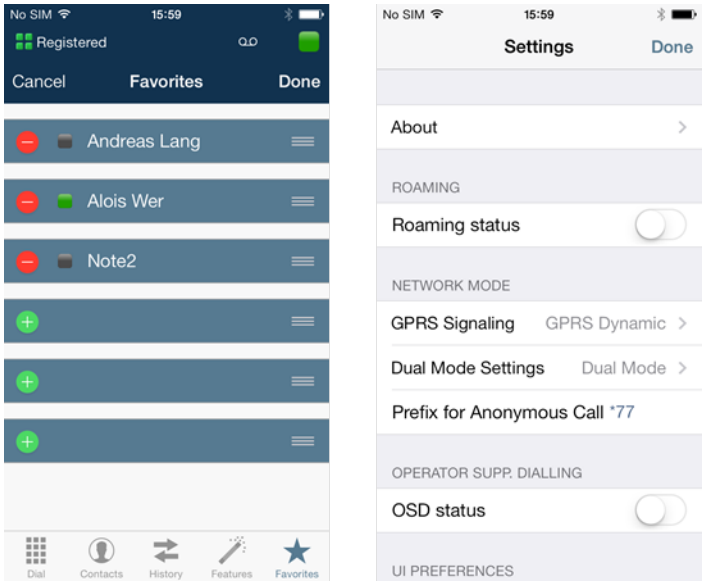
- Your AMC categorizes calls as *Dialed*, *Answered* and *Missed*.
- The *Call List* view only shows calls *Dialed*, *Answered* and *Missed* via the AMC, not the calls made via the native dialer.
- Touching the entry initiates an automatic callback to the entry's phone number.
- The arrow on the right hand side of each call log entry opens the details view where you can initiate a *Call Type* (refer to 8.4).

7.5.3 Features / Blustar Web



How to operate the out-call features located on the "Features" part of this screen is explained in section 8.6.
If configured by the system administrator, the parallel screen "Blustar Web" becomes available. Enter your user credentials to access further presence states for IM and Presence and to look up users.

7.5.4 Favorites (and Settings)



You can put together a quick-dial list in this screen. Choose contacts from your phonebook or from corporate contacts (if configured). Currently, up to six favorite contacts can be added here.
Press ”Settings” in the page title to open the settings view (refer to section 11).

Figure 5: *Favorites* and *Settings* page on iOS.

8 Features of the AMC

The following explains all call related services of your AMC.

General Availability of Features

Available in- and out-call features depend on your PBX; for some features please consult your PBX documentation. More or less features than the ones described below might be available in your specific case. Features displayed by the AMC can be configured through the feature file and can hence even vary on a per-user basis. The Feature file is downloaded when you start your AMC the first time. It can also be downloaded manually. There can be several feature files available but only one is assigned per user.

Contacts Sorting

Sorting in the AMC is always done by Family name. This is not configurable as might be the case in the native Contacts. The reason is that access to this capability can differ widely.

8.1 Placing Calls

To place a call using the AMC, type a number into the dial field and press the green phone button. You can also dial from the *Contacts* screen (refer to 7.5.1) or *Call List* screen (7.5.2).

As soon as a call has been established, in-call features (refer to 8.5) will become available. If a Wi-Fi or Packet Data connection is available the AMCC will give feedback about the status of the call(s). This feedback will be displayed in the in-call screen.

AMC calls can be triggered by clicking on links in the browser, email and other apps if the link url begins with "fmccall://".

Call Quality

The AMC displays the current "Call Quality" (voice quality) in a bar in the home screen during a VoIP call.

Redial

A double touch of the green phone button will redial the last dialed number.

Call Setup Time

The call setup time when using the AMC is slightly longer than when using the native application, because the call is set up via the call manager (AMCC) in the enterprise network. If the AMC is registered over the cellular network the call setup time is usually less then 10 seconds. If the phone does not have access to data the call setup is done via DTMF which usual takes approx. 10-20 seconds.

Note: It is advisable to disable the call-waiting function of the native dialer, since this might lead to confusion of the call legs (you would have to switch from the native application to the AMC and back in certain situations).

8.2 Accepting Calls

8.2.1 Cellular Networks

Due to properties of iOS the AMC is put to the background if there is an inbound call from cellular networks. However, as soon as the call is picked up and established, a pop-up will ask you if the AMC should be started. The AMC will automatically register itself on the AMCC if a data channel is available and in-call features will consequently become available.

8.2.2 In Stand-by (VoIP)

If the iPhone is in stand-by while an AMC (VoIP) call comes in, unlocking it with the slider does not mean accepting the call; the green "Accept" button still has to be pressed.This behavior is the same, whether or not the AMC is in the background. In VoIP there is also a pop-up informing you about the caller's ID (this is done via local push).

Please note that unlocking the slider meant accepting a call with previous versions of the AMC for iOS.

Caller ID

The AMC for iOS supports the transmission of Caller IDs ("see who's calling") via the AMCC. To make use of this possibility, and to not be subject to different policies regarding the transmission of Caller IDs of the different providers, the following settings have to be applied:

1. The contact data must be available locally, i.e. on the device. Contact synchronization via iCloud is not supported.
2. Packet Data has to be set to *GPRS Dynamic* or *Local Network*; refer to 12.3.1.
3. The *MTC Number* has to be set on the AMC if the operator does not include the original Caller ID in the signaling. For the Caller ID transmission to work properly the *MTC Number* has to match 100%, a matching prefix is not enough; refer to 12.13.4.

Note: iCloud synchronization interferes with the Caller ID transmission/display. Deactivate iCloud synchronization to ensure that the Caller ID display works as intended!

8.3 Emergency Calls

Emergency calls have to be placed as direct calls, i.e. not with the AMC.

This is done automatically for the major emergency numbers such as 112 and 911. Local emergency numbers that have to be dialed directly can be specified as Exception Numbers. Refer to 12.7 on page 51.

8.4 Call Types

There are several call types that you can select before dialing. They give you manual access to the potentially cost saving features of the AMC. Please see the picture below.

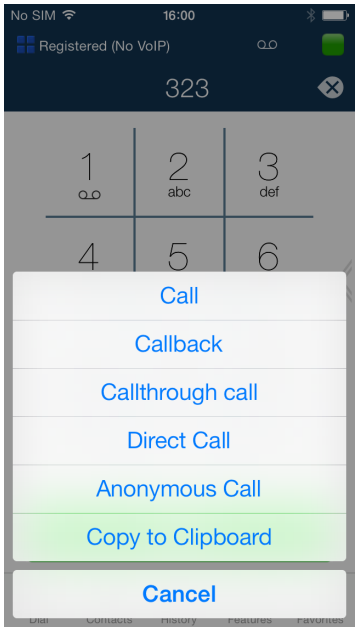
Automatic Routing

Administrators may specify and deploy routing rules (for Callback etc.) with in an (M)LCR Table and deploy it to the AMC.

Note: Which of the following call types are available and/or how they are routed (VoIP/-cellular) depends your AMC's settings and on your registration status. For example: Callback will not be offered if you are registrered for VoIP, because there is no advantage in using it.

8.4.1 Call

This is either a VoIP call (if the needed registration is available), or a Call-Through call for cellular connections.



8.4.2 Callback

Demand a Callback and let yourself be connected with the called party. No call will be established from your smartphone. This may have a favorable effect on costs. A Callback is requested via HTTPS.

To use the *HTTPS Callback*, the *HTTPS Port* must be set (refer to 12.3.4) and packet data usage by the AMC must be allowed (refer to 12.3.1). Generally the call type selection panel will be presented when the user holds one of the items below, somewhat longer than just touching it:

- the call button in the dial screen
- a contact to setup a call
- an entry in the call list.

Figure 6: Call types

8.4.3 Call-through Call

If there is no registration or if the AMC is only registered for signaling (blue registration icon), you will have the option to select a call-through call to ensure that your call is routed through the system. Otherwise, i.d. if you are registered for VoIP (green icon) this call type will not be offered.

8.4.4 Direct Call (Mobile call without passing the PBX)

This option gives you the possibility to place a call "directly" through the mobile network. Such a call will then not be routed through your enterprise network.

8.4.5 Anonymous Call

When you select an *Anonymous Call* the called party will not see your caller ID. Unlike *Direct Call*, this feature has to be routed through your enterprise network.

Further Configuration

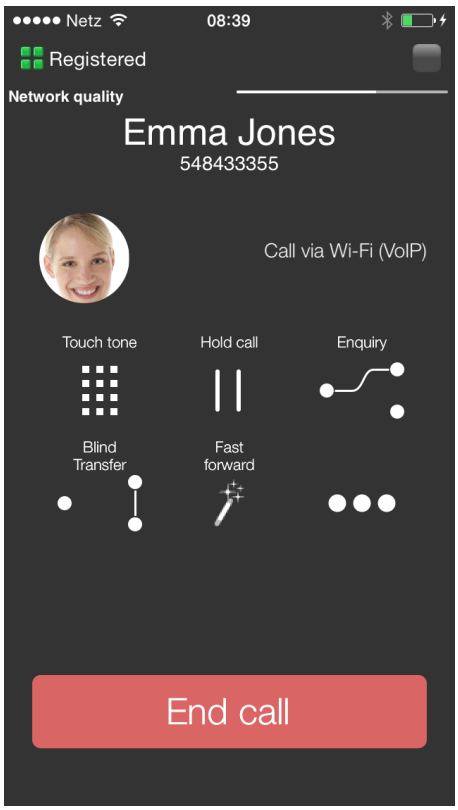
1. This is a PBX-driven feature. Not every PBX supports this.
2. The Anonymous Call Prefix has to be set in the *Settings* of your AMC, refer to 12.4.2.
3. An Access Code has to be configured on the AMCC to match the feature code that triggers an *Anonymous Call* on your PBX (please refer to the Aastra Mobile Client Controller Administrator Manual).

8.4.6 Copy to Clipboard

Copy the entered number to your clipboard with this option. You can then paste it within any other application running on your phone.

8.5 In-Call Features

If a data channel (Wi-Fi or *Packet Data*) is available during a call, your AMC will enable the in-call features of your PBX. For example: The in call menu will not be available during a 2G call as no data access is possible during call (if no Wi-Fi is available for signaling).



8.5.1 Touch Tone

A click on this option opens a screen to send DTMF (Dual Tone Multi Frequency). This can be used to enter a conference room where a "password" in the form of tone signals has to be used.

8.5.2 Hold call

A party can be put on hold by clicking the *Hold* option on the screen. You can resume the call at any time.

8.5.3 Enquiry/ Consultation

Clicking on this option[a] in the in-call features screen puts the currently active call on hold and opens the call screen where you can call a second party. A reconnect tone will be played back if the Enquiry fails (called party unavailable).

[a] The name of this feature differs depending on the used Aastra Enterprise Communications PBX.It is either "Enquiry" or "Consultation".

8.5.4 Blind Transfer

Transfer a call to a second party. Select this feature and choose a contact or select a number. Your call will be terminated and disappear from the home screen as soon as the other party has picked up.

8.5.5 Toggle, Complete Transfer, and Conference

If there are two active calls (one of them on *Hold*), you can *Toggle* back and forth between them, enter a three-party conference (*Complete conference*), or join the two calls (*Complete transfer*) and terminate the calls on your end.

8.5.6 Fast Forwarding

This option will forward the call to a predefined number. While in theory this can be any number, this feature is most often used to transfer the call to the desk phone with a single touch of a button. While the transfer to the predefined number is being executed, the AMC offers you the possibility to *Resume* the call (the transfer will be interrupted).

Please note that this feature is executed like a Blind Transfer. If your PBX does not support Blind Transfers, the Fast Forwarding feature will not be available.

For immediate transfer a *Fast Forwarding Number* has to be set (refer to 12.13.5). If no *Fast Forwarding Number* has been set, the AMC will open a keypad with which you can dial or choose a contact.

8.5.7 Handover to Cellular Networks (GSM)

Select the icon to trigger a manual Handover to GSM (cellular networks). You can find it in the second screen of the in-call features.[1] The handover is done through a request towards the AMCC – resulting in an incoming call in the background, that has to be answered.

8.5.8 Handover to VoIP

The AMC supports automatic handovers from cellular networks to VoIP from version 1.3 on. This however, can only be done by manually bringing the AMC to the front during an ongoing cellular call, because the AMC is pushed to the background whenever a cellular call comes in.[2] If there is a VoIP access point available at that time, the AMC will automatically hand over this call.

If the access point provides a VoIP over 3G (*Packet Data* set to *Full Dynamic*), it will not be possible to get back to a Wi-Fi access point during the call. This depends on that the phone can only have one single IP-address.

At the availability of a network with sufficient quality, the AMC will take some time to assure it is a stable connection before a handover is performed.

[1] Due to platform properties, this feature will force the AMC to close. However, you will receive an incoming call which will reconnect you to the second party.

[2] This is also due to platform properties. The iPhone operating system grants priority to incoming cellular calls over any third-party application.

8.6 Out-Of-Call Features

Out-of-call features give you the possibility to use your smartphone as a full-fledged equivalent of a desk phone.

8.6.1 Call Forwarding

You have the option to configure rules about when and to which destination *Call Forwarding* is to be done. There are three different rules: *Always*, *On no Reply* and on *Busy*. A different number may be configured for each of them.

Rules can be cancelled globally with *Cancel call forwarding* or switched on and off with *Toggle On/Off*.

If a call has been forwarded to your AMC, this will be indicated by a diversion arrow in front of the caller's number.

8.6.2 Call Pickup

A pick-up group is a group of people who are notified if one group member receives a call, for example a support group. If there is an inbound call for your pick-up group, the AMC will notify you with a pop-up window and give you the option to pick up the call. Clicking on *Call Pickup* in the *Features* screen also enables you to pick up the first incoming call for your pick-up group.

Pickup Groups

There might also be adjustments to be made on the AMCC and PBX-side. Please consult the Aastra Mobile Client Controller Administrator Manual (keywords: *PBX Access Codes*, *Pickup Groups*).

8.6.3 Call Retrieve

This out-call feature enables you to fetch a call from the waiting loop. If this does not work as expected, please verify that your PBX supports this feature, and contact support if the problem persists.

8.6.4 Activate and Deactivate DnD

Temporarily disable your AMC as your corporate extension with Do-not-Disturb (DnD). This prevents inbound calls from being forwarded to your AMC (VoIP and cellular). *Deactivate DnD* to be available for inbound calls again.

8.6.5 Absence Info

By selecting the Absence Info menu you can set the absence reason and in some cases the day/time of return, in your PBX as well as cancelling already set information.

8.6.6 SIM Switch

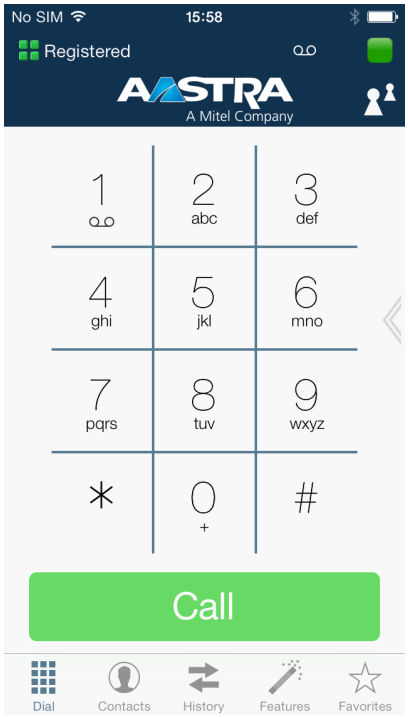
This is a least-cost routing feature explained on page 55.

Use this option to activate a new SIM card. The latest version of the AMC allows you to add a new number to your User Account if 1) the system administrator has enabled this service and 2) if a data channel is available. If this service is deactivated or if there's no data connection, the number has to be assigned to your user account beforehand by your system administrator.

Please note that this feature can be disabled by the system administrator! If deactivated, no SIM-Switch options will be available.

8.6.7 Call Voice Mail

Listen to your corporate voice mail with this option. Click on the line *Call Voice Mail* in the *Features* screen to start the call. The feature can also be used with a long-press on the number "1" on the dialer.



A waiting voice message will be indicated by a small cassette icon on the right side of the top bar in the Dial screen. Once you have listened and deleted your received voice mail(s) this icon will disappear.

9 Mobile Least-Cost Routing (MLCR)

The following explains how to actively use the features *Callback*, *Call through*, and *SIM Switch*.

Roaming

iOS does not provide information to the AMC application if the phone is roaming or not roaming. Therefore, the user has to change this manually. Go to the Favorites/Settings screen and change the roaming status when traveling internationally (refer to 12.2).

About MLCR

It is possible to configure number patterns (first couple of digits of a phone number) which will trigger an automatic least-cost routing. These 'routing rules' can be deployed to the AMC from the AMCC (please refer to the Aastra Mobile Client Controller Administrator Manual). However, a different routing feature can be selected manually by the user even if these routing rules are present, refer to 8.4.

9.1 (HTTPS) Callback

Use Callback to reduce costs of outbound calls made via the AMC. In a Callback call the call to both the A- and B-party are setup from the PBX. How to start a *Callback* is explained in 8.4 on page 25. If your company makes global use of the MLCR, dialing certain phone numbers might trigger a *Callback* automatically! Rules for automatic routing can be made and deployed to the AMCs using the AMCC.

Note: The HTTPS Callback request goes through a data connection that might not be available or fail.

How Callback works

A Callback is invoked via HTTPS. The AMC also sends the phone number that you would actually like to call (1). The AMCC in return calls the AMC (2) and the destination number (3). The two calls are connected as soon as they are established.

Further Configuration: HTTPS Callback

HTTPS is enabled automatically on the AMCC. On the AMCs the use of packet data (refer to 12.3.1) has to be allowed.

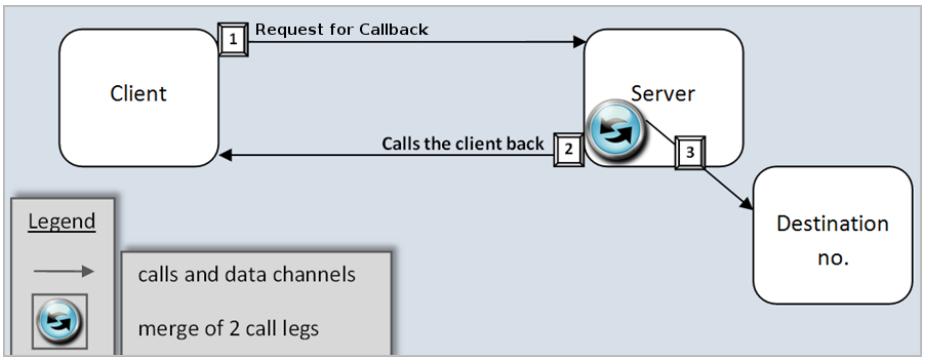


Figure 7: Simplified functionality of Callback.

9.2 SIM Switch

The SIM Switch feature can also help save calling costs. Especially when using local SIM cards abroad. As an out-call feature, the usage of this feature is explained in 12.13.3 on page 55.

10 IM and Presence

The AMC enables basic mobile presence and the ability to chat with your smartphone. Immediately after the required settings have been configured (see infobox below), the Online/Offline Presence Status will be displayed in the Home screen (application bar).

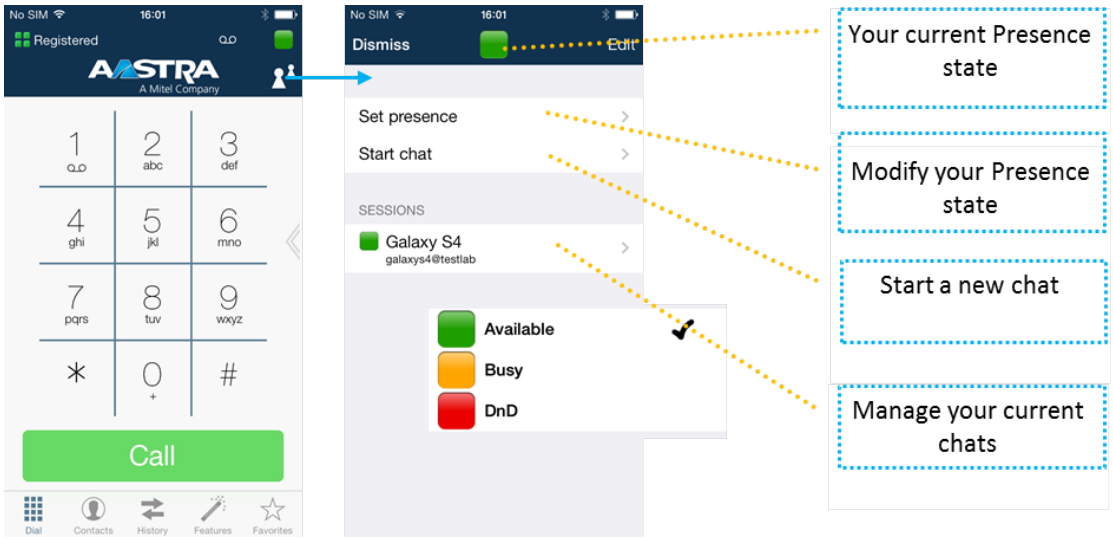


Figure 8: Overview of IM and presence icons and options.

Required Settings

UC has to be turned *On* (refer to 12.6) , and profiles of *XMPP Endpoints* and *XMPP User Accounts* or *SIMPLE User Accounts* have to be created on the AMCC. Please note that these settings can be turned off (and will then not appear in the AMC) on a global level via the AMCC!

IM/Presence Limitation

Please note that only Presence (no IM) is supported with the Aastra BluStar infrastructure. Options will in any case, even if settings are not disabled globally, be limited compared to the screenshots above.

10.1 Adding Contacts

The AMC for iOS adds contacts automatically to the chat roster if an Instant Messaging ID is found in the contact entry:

- To add a contact open the native *Contacts* directory, open a contact and click *Edit*.

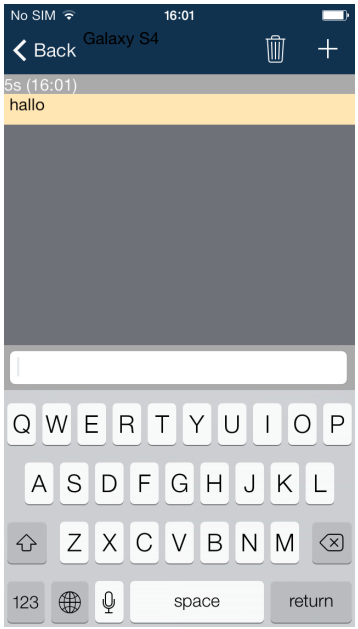
- Click on *Add field*, then click on the setting *Instant Message*. Enter the ID of the user, tap the default "AIM" setting, select "Jabber" as protocol/way of chatting - and save your changes.

Note: Please make sure that entered email addresses pass a validity test, i.e. they have to constist of the following: [name]@[domain].[xx]!

Most XMPP servers are case sensitive! Please make sure that email addresses are entered exactly as they are configured on the XMPP server. If this is not the case, Presence subscriptions will most likely fail!

Limitation

Please note that once added, a contact cannot be deleted, blocked or ignored. An option to delete IM/Presence contacts will be implemented in a later version of the AMC.

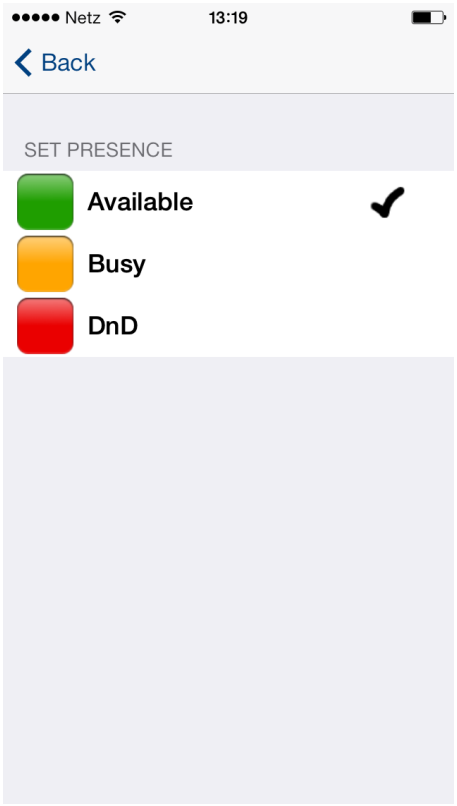


10.2 Chatting

To start a chat, touch the speech-bubble icon in the Dial screen again Client. Then touch the option *Start Chat*. You have then the option to enter a chat ID manually, or to choose one of your contacts. Once the *Chat* screen is open (see screenshot to the left), simply type in a message and click return to send your message.

10.3 Parallel Chats

It is also possible have several conversations at the same time. All ongoing chats will be displayed as a list in the Chat screen.



10.4 Setting the Presence Status

By default your first presence status will be *Offline*. To change this, touch the speech-bubble icon in the Dial screen of your AMC. Touch the option *Set presence* in the following screen. In the screen shot to the left Available, Busy and DnD are the supported Presence States. Simply select the one you would like to apply.
Do not Disturb: This presence state is set automatically if there is an ongoing call. It will return to the previously set presence status after the call has been terminated.

11 User Settings

There are a couple of mandatory settings that have to be configured to be able to use all of your AMC's features. All settings, mandatory and optional, are explained in this chapter.

Configuration Deployment via Redirect Server

If the option "Redirect Server" is used in the deployment facility of the AMCC, the user only has to enter his or her mobile phone number at the first start of the AMC to receive the complete configuration for the AMC.

In the Case of Failure (Fallback)

Should the download via the Redirect Server fail, a pop-up will prompt you to enter Registrar IP, Username and Password manually. The AMC will then try to download the configuration with this information.

Configuration Loss with Firmware Updates

Normally, the configuration is not lost with firmware updates. Should the configuration be lost, however, the AMC has to be redeployed.

Never change preconfigured Settings!

Every number has to be configured on the AMCC, and will hence in most cases be preconfigured on the AMC. If one of them does not work properly, ask your administrator to check if the according feature has been activated for your User Account on the AMCC. If your AMC has been preconfigured, simply skip the Configuration chapter. However, you may want to consult it, to fully understand how your AMC works.

11.1 About

This Settings item displays version information about your AMC and your SIP User Name.

11.2 Roaming

Currently the *Roaming* status has to be set manually, because this information cannot be retrieved on iOS. If a user is abroad or making calls from any other than his home cellular network, this status should be adjusted. This ensures that call-routing is done as desired, i.e. as it is configured in the *LCR Settings*.

Note: This might change with later releases of iOS.

11.3 Network Mode

11.3.1 Packet Data

Unlike Wi-Fi connections, cellular connections cannot carry data. Availability of data channels depends on your provider and on your contract. Many contracts come with a certain amount of data traffic included *Packet Data*.

The Packet Data settings described here allow you to determine if and how the AMC is allowed to use cellular *Packet Data*. You can choose to generally disable it for the AMC (*Off*), use it exclusively for HTTP(S) requests (*Minimal*, i.e. Corporate Contacts access, *HTTPS Callbacks* etc.), or allow its usage only in your provider's network (*Local Network*). To use it whenever needed for a system registration (no Voice over 3G) set this to *GPRS Dynamic*.

Local Network* + Roaming = *Minimal

Please note that while in roaming in other provider networks and while the setting *Local Network* is active, the actual usage of the cellular data channel is done according to the setting *Minimal*, i.e. registrations are not possible and only HTTP(S) requests are allowed.

Native Settings Dependent

Smartphones have preference options to enable or disable the use of packet data. If turned off in the native menu, any preferences made within the AMC remain without effect!

Costs and Battery Life

Please note that the usage of data channels may drain the phone's battery. If costs run too high, a provider might also disconnect the call. Section 5 on page 12 contains information about the amount of data consumed by certain features.

`Dual-Mode-Network:`

GPRS_OFF, GPRS_MINIMAL, GPRS_DYNAMIC,
GPRS_LOCAL_NETWORK (default)

11.3.2 Dual Mode Settings

Select *Single Mode* or *Dual Mode*:

In *Single Mode* it allows cellular networks and Packet Data for signaling (*Packet Data* and/or Wi-Fi, this depends on the device), i.e., if you want to have SIP signaling over Wi-Fi but call-setup signaling and media over the cellular network, you need to select the *Single Mode* setting!

The setting *Dual Mode* allows Voice-over-Wi-Fi, but it requires that the iOS device supports Wi-Fi and that the required settings in the native OS are made.

Consumption of Packet Data

The *Packet Data* setting lets you specify when packet data (for example *Packet Data*) should be used; refer to 12.3.1.

Native-Dialer Dependent

Whether a data channel is established via Wi-Fi or via *Packet Data* depends on the Network Preferences you have chosen in the native iOS application. If a preferred Wi-Fi network is available, this network will be used for the data channel.

`Dual-Mode`: SINGLE_MODE, DUAL_MODE

11.3.3 Anonymous Call Prefix

If your PBX supports outbound anonymous calls (no caller ID shown) enter the necessary feature code here. The option *Anonymous Call* will become available whenever you enter or select a phone number and open the call options menu by touching and holding the phone button, an entry in the contacts or call log screen.

This has to be configured as a *PBX Access Code* on the AMCC!

`Prefix-Anonymous`: default is empty.

11.4 Operator Supported Dialing (OSD)

Some operators can call your configured *PBX Dialing-in* number automatically. Please note that this will only work with the SIM card for which your AMC was activated. If your provider supports OSD and if you would like to use it, set this setting to *On*.

11.4.1 OSD Status

Turn OSD on or off by changing the OSD Status. This will only be applied when you are not in a *Roaming* (refer to 12.2) state.

`OperatorSupported:` true or false (default).

11.5 UI Preferences

The following settings let you personalize your AMC.

11.5.1 Starting Screen

As mentioned earlier, there are two possible Starting screens to choose from for your AMC; the *Dialer* and the *Contacts* screen.

11.5.2 UC

Set this to on to enable the use of instant messaging (IM) and presence. Check the IM and Presence chapter 10 to learn more about this functionality.

`IM-Enabled:` true, false (default)

11.5.3 Presence Domain

If you would like to use the IM and Presence service of the AMC, the host URI of the desired Presence Domain in your network has to be entered here. Contact your administrator for further information. As soon as the Presence Domain has been set correctly the presence status line becomes available in the Home screen. Normally this will be your corporate domain.

`IM-Host:` domain name or IP address - please use consistenly domain names or IP addresses for all settings of the AMC which require this kind of information.

11.5.4 Ring Tone

Specify the ring tone that your AMC shall use. The setting *Default Ringtone* is an AMC specific ring tone.

11.5.5 Vibrate

This gives you the possibility to switch vibration on or off for calls handled by the AMC. In Wi-Fi mode only one single alert or vibration (for ∼10 secs) will take place at an incoming call with the AMC in the background.

11.6 Premium Service Numbers

Specify numbers that must be dialed directly in all cases. The main purpose is to make sure that special numbers such as operator voice mail and the like are not considered for any special routing via the AMC.

To specify more than one number, separate them with dashes "-" (no white spaces).

Note: Emergency numbers do not have to be specified here, as they are treated separately. The major emergency numbers for all continents such as 112 and 911 are preloaded in the AMC. If you have any special or regional numbers however, you can configure them here.

`Premium-Service-Numbers:` [digits]-[digits]-[digits]

11.7 Settings (Update)

With these settings you can:

- Check the phone number that is used for your Redirect Configuration download.
- Check the date of the last configuration update. There will be an automatic update when the AMC first registers, so there will be a date here, even if you haven't triggered a manual download yet.
- Update Settings: with this option, all settings available on the AMCC will be updated.

11.8 LCR

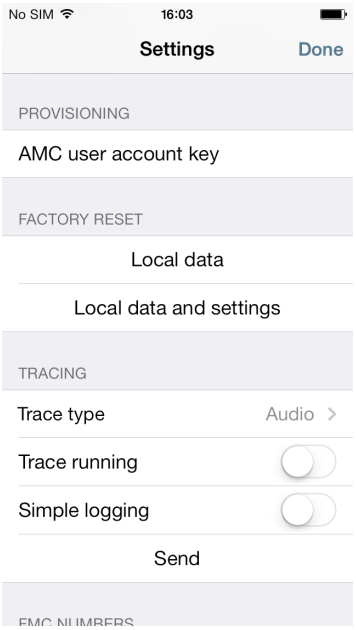
With these settings you can:

- Set your preference for using least-cost routing rules (automatic routing On/Off)
- Specify the LCR Host and the LCR Port where the LCR file is located.
- Check the date of the last configuration LCR update. There will be an automatic update when the AMC first registers, so there will be a date here, even if you haven't triggered a manual download yet.

11.9 Provisioning

Here you can find your AMC User Account key.

11.10 Factory Reset of the AMC



It is possible to do a quick, but complete factory reset. Open the *Favorites* screen and open the Settings, and scroll down to the options *Factory Reset/Local Data* and *Factory Reset/Local Data and Settings*. *Local Data* only resets the parameters that can be entered within the AMC (*Status* page), *Local Data and Settings* also resets the parameters saved in the *Settings/AMC* interface.

11.11 Tracing

A support trace can be initiated on the *Status* page just like a factory reset. Please note that users should only use the trace service if asked to do so by their system administrator.

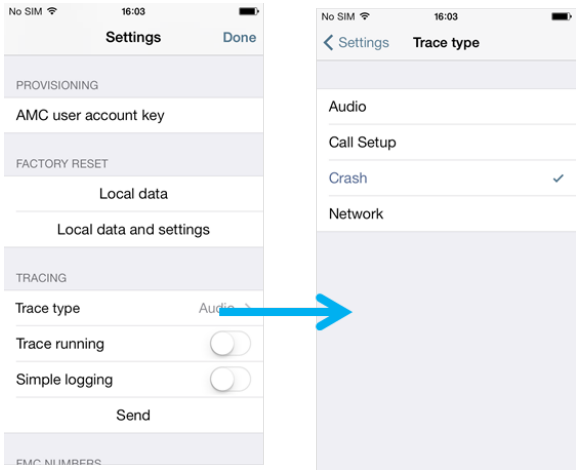


Figure 9: Open the *Trace Type* screen.

Depending on the issue that is observed with the AMC, the *Trace Type* should be narrowed down to:

- **Audio:** If the voice quality seems insufficient etc.
- **Call Setup:** Problems occur when a call is initiated.
- **Crash:** The AMC shuts down unexpectedly.
- **Network:** For registration issues etc.

The collected traces can then be forwarded by email.

Simple Logging

If there are issues with the Caller ID, use the option "Simple Logging". All logs regarding Caller ID transmission will then be saved to the file `iPhone_simple_log.txt`.

11.12 FMC Numbers

Fast Forwarding Number

Configure the phone number for the phone you want to have as Fast Forwarding destination In most cases this will be your desk-phone number, but it can be any number.

The AMC will offer the option *Fast Forwarding* in the in-call features menu. This option can be used to transfer an active call instantly to the pre-configured number.

`Fast-Forward-Number:` [digits]

12 Administrator Settings

Tap the title bar ("Settings") three times to open a prompt to enter the passphrase for access to the administrator settings. Passphrases change over time (every day/24h), and can be retrieved from our support team. These settings are blocked from user modification to ensure aptness of settings.

Administrators: Use the AMCC to configure settings remotely!

12.1 About

This Settings item displays version information about your AMC and your SIP User Name.

12.2 Roaming

Currently the *Roaming* status has to be set manually, because this information cannot be retrieved on iOS. If a user is abroad or making calls from any other than his home cellular network, this status should be adjusted. This ensures that call-routing is done as desired, i.e. as it is configured in the *LCR Settings*.

Note: This might change with later releases of iOS.

12.3 Network Mode

12.3.1 Packet Data

Unlike Wi-Fi connections, cellular connections cannot carry data. Availability of data channels depends on your provider and on your contract. Many contracts come with a certain amount of data traffic included *Packet Data*.

The Packet Data settings described here allow you to determine if and how the AMC is allowed to use cellular *Packet Data*. You can choose to generally disable it for the AMC (*Off*), use it exclusively for HTTP(S) requests (*Minimal*, i.e. Corporate Contacts access, *HTTPS Callbacks* etc.), or allow its usage only in your provider's network (*Local Network*). To use it whenever needed for a system registration (no Voice over 3G) set this to *GPRS Dynamic*.

Local Network* + Roaming = *Minimal

Please note that while in roaming in other provider networks and while the setting *Local Network* is active, the actual usage of the cellular data channel is done according to the setting *Minimal*, i.e. registrations are not possible and only HTTP(S) requests are allowed.

Native Settings Dependent

Smartphones have preference options to enable or disable the use of packet data. If turned off in the native menu, any preferences made within the AMC remain without effect!

Costs and Battery Life

Please note that the usage of data channels may drain the phone's battery. If costs run too high, a provider might also disconnect the call. Section 5 on page 12 contains information about the amount of data consumed by certain features.

`Dual-Mode-Network:`

GPRS_OFF, GPRS_MINIMAL, GPRS_DYNAMIC, GPRS_LOCAL_NETWORK (default)

12.3.2 Dual Mode Settings

Select *Single Mode* or *Dual Mode*:

In *Single Mode* it allows cellular networks and Packet Data for signaling (*Packet Data* and/or Wi-Fi, this depends on the device), i.e., if you want to have SIP signaling over Wi-Fi but call-setup signaling and media over the cellular network, you need to select the *Single Mode* setting!

The setting *Dual Mode* allows Voice-over-Wi-Fi, but it requires that the iOS device supports Wi-Fi and that the required settings in the native OS are made.

Consumption of Packet Data

The *Packet Data* setting lets you specify when packet data (for example *Packet Data*) should be used; refer to 12.3.1.

Native-Dialer Dependent

Whether a data channel is established via Wi-Fi or via *Packet Data* depends on the Network Preferences you have chosen in the native iOS application. If a preferred Wi-Fi network is available, this network will be used for the data channel.

`Dual-Mode`: SINGLE_MODE, DUAL_MODE

12.3.3 HTTP/HTTPS

Choose HTTP or HTTPS. The port on the AMCs (12.3.4) and the AMCC has to be set accordingly if non-default ports are to be used.

`Https-Use-Http`: true or false (default)

12.3.4 HTTP(S) Port

If a port is configured here and if HTTP(S) has been activated on your AMCC, data connections will be established automatically whenever necessary(for Callbacks, to access the Corporate Contacts etc.).

`Https-Port`: default is 448 for HTTPS (default protocol) and 80 for HTTP.

12.3.5 Transport

The AMC supports the following transport protocols: TCP and TLS. If TLS is used, the AMC will negotiate certificates with the AMCC. The (manual) installation of a certificate is not necessary. The default setting is TCP .

`Transport`: TLS or TCP.

12.3.6 Codec

These settings should not be altered. The factory default values of the AMC are normally apt to a variety of network configurations. There should hence be no need for modification.

The AMC for iPhone supports U-law, A-law and iLBC.

`Codec:` PCMA (A-law), PCMU (U-law), iLBC

12.3.7 International Prefix

In this field you can specify with which characters a leading plus "+" should be replaced whenever it is signaled in DTMF.

`Plus-Substitution-Target:` default is ”00”

12.4 Enhanced Network Settings

The first two settings here should not be altered. The third setting enables the call type (refer to 8.4) *Anonymous Call Call*.

12.4.1 Jitter Buffer

This setting should not be altered. The factory default values of the AMC are normally apt to a variety of network configurations. There should hence be no need for modification.

`Jitter-Buffer:` 60, 180, 240; in ms; default is 120

12.4.2 Anonymous Call Prefix

If your PBX supports outbound anonymous calls (no caller ID shown) enter the necessary feature code here. The option *Anonymous Call* will become available whenever you enter or select a phone number and open the call options menu by touching and holding the phone button, an entry in the contacts or call log screen.

This has to be configured as a *PBX Access Code* on the AMCC!

`Prefix-Anonymous:` default is empty.

12.5 Operator Supported Dialing (OSD)

Some operators can call your configured *PBX Dialing-in* number automatically. Please note that this will only work with the SIM card for which your AMC was activated. If your provider supports OSD and if you would like to use it, set this setting to *On*.

12.5.1 OSD Status

Turn OSD on or off by changing the OSD Status. This will only be applied when you are not in a *Roaming* (refer to 12.2) state.

`OperatorSupported:` true or false (default).

12.5.2 Feature Access

Note: This setting is only needed if Operator Supported Dialing (OSD) is used! Refer to 12.5.

Enter a number here that makes your PBX route a call to the AMCC. This number will then be dialed to ensure the functionality of out-call features such as Call Forwarding in conjunction with OSD.

`Feature-Access-Number:`

12.6 UI Preferences

The following settings let you personalize your AMC.

12.6.1 Starting Screen

As mentioned earlier, there are two possible Starting screens to choose from for your AMC; the *Dialer* and the *Contacts* screen.

12.6.2 UC

Set this to on to enable the use of instant messaging (IM) and presence. Check the IM and Presence chapter 10 to learn more about this functionality.

`IM-Enabled:` true, false (default)

12.6.3 Presence Domain

If you would like to use the IM and Presence service of the AMC, the host URI of the desired Presence Domain in your network has to be entered here. Contact your administrator for further information. As soon as the Presence Domain has been set correctly the presence status line becomes available in the Home screen. Normally this will be your corporate domain.

`IM-Host:` domain name or IP address - please use consistenly domain names or IP addresses for all settings of the AMC which require this kind of information.

12.6.4 Ring Tone

Specify the ring tone that your AMC shall use. The setting *Default Ringtone* is an AMC specific ring tone.

12.6.5 Vibrate

This gives you the possibility to switch vibration on or off for calls handled by the AMC. In Wi-Fi mode only one single alert or vibration (for ∼10 secs) will take place at an incoming call with the AMC in the background.

12.7 Premium Service Numbers

Specify numbers that must be dialed directly in all cases. The main purpose is to make sure that special numbers such as operator voice mail and the like are not considered for any special routing via the AMC.

To specify more than one number, separate them with dashes "-" (no white spaces).

Note: Emergency numbers do not have to be specified here, as they are treated separately. The major emergency numbers for all continents such as 112 and 911 are

preloaded in the AMC. If you have any special or regional numbers however, you can configure them here.

`Premium-Service-Numbers:` [digits]-[digits]-[digits]

12.8 Settings (Update)

With these settings you can:

- As an administrator (passphrase must be entered to access administrator settings, refer to 12) you also have the option to enter the OTA-URL here (check the longer description in the next section).
- Displays the phone number that is used for your Redirect Configuration download.
- Check the date of the last configuration update update. There will be an automatic update when the AMC first registers, so there will be a date here, even if you haven't triggered a manual download yet.
- Update Settings: with this option, all settings available on the AMCC will be updated.

OTA-URL

If the Redirect-Server option isn't used to download the configuration (refer to 6), the OTA-URL setting can be used to specify a custom link (HTTP oder HTTPS) to the configuration data.

Which Settings will be downloaded?

All data present on the AMCC will be pulled (configuration entered in the GUI as well as the *OTA Configuration* entered and saved in the *LCR/OTA/Feature File* editor (*Client Deployment* tab).
Please refer to page 37 where the **Configuration Deployment** facility is described for the AMC part.

12.9 LCR

With these settings you can:

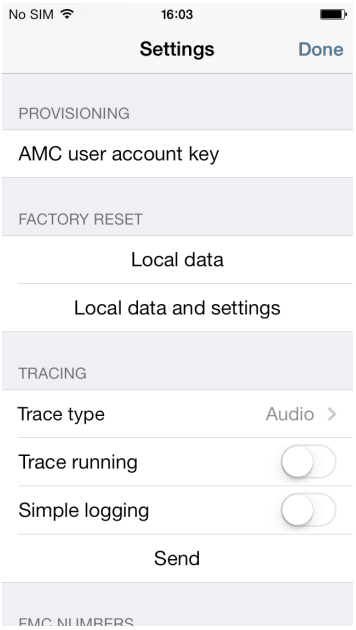
- Set your preference for using least-cost routing rules (automatic routing On/Off).
- Specify the LCR Host and the LCR Port where the LCR file is located.

- Check the date of the last configuration LCR update. There will be an automatic update when the AMC first registers, so there will be a date here, even if you haven't triggered a manual download yet.

12.10 Provisioning

Here you can find your AMC User Account key.

12.11 Factory Reset of the AMC



It is possible to do a quick, but complete factory reset. Open the *Favorites* screen and open the Settings, and scroll down to the options *Factory Reset/Local Data* and *Factory Reset/Local Data and Settings*. *Local Data* only resets the parameters that can be entered within the AMC (*Status* page), *Local Data and Settings* also resets the parameters saved in the *Settings/AMC* interface.

12.12 Tracing

A support trace can be initiated on the *Status* page just like a factory reset. Please note that users should only use the trace service if asked to do so by their system administrator.

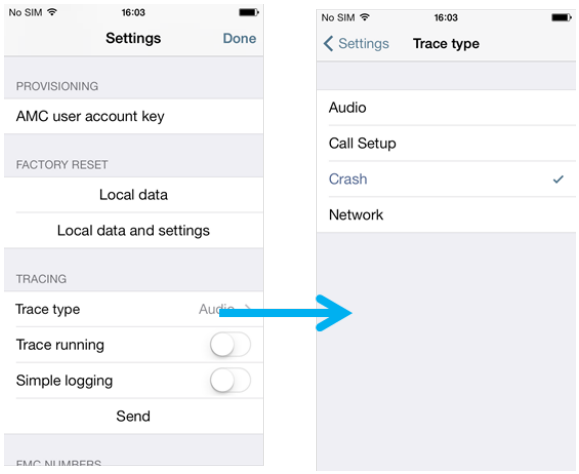


Figure 10: Open the *Trace Type* screen.

Depending on the issue that is observed with the AMC, the *Trace Type* should be narrowed down to:

- **Audio:** If the voice quality seems insufficient etc.
- **Call Setup:** Problems occur when a call is initiated.
- **Crash:** The AMC shuts down unexpectedly.
- **Network:** For registration issues etc.

The collected traces can then be forwarded by email.

Simple Logging

If there are issues with the Caller ID, use the option "Simple Logging". All logs regarding Caller ID transmission will then be saved to the file `iPhone_simple_log.txt`.

12.13 FMC Numbers

In order to take advantage of the available AMC Solution features the AMC and the AMCC "communicate" via special numbers which must be configured on the AMCC to trigger a certain behavior in cellular networks.

12.13.1 PBX Dialing-in Number

The *PBX Dialing-in Number* is used for cellular calls. It is used by the AMC to route the calls through your company network (AMCC). It makes extension dialing from the AMC possible i.e. (calling colleagues via their extensions numbers and not their full numbers). It also ensures that your corporate phone number is displayed to the called party and not the number of your currently used SIM card.

AMCC-Side

This number has to be configured for the *PBX Dialing-in* purpose on the AMCC!

E.164 Format

The *PBX Dialing-in Number* has to be configured in E.164 format to ensure that the AMC is always able to dial it independently from its location.

12.13.2 Voice Mail Number

If your Voice Mail is configured here, you have the possibility to access your corporate voice mail messages via the AMC.

12.13.3 SIM Switch Number

If you select *Activate SIM Card* in the main menu, the AMC uses this number to communicate to the AMCC that a new SIM card has been inserted. If the number of this SIM card is configured for your *User Account* on the AMCC, your new SIM card will be activated and you will be able to take advantage of the features of the AMC Solution.

`Sim-Switch-Number:` [digits]

Advantage of SIM Switch

All of the services offered by the AMC are exclusively available for configured users. However, some users might have several SIM cards, mostly for taking advantage of lower tariffs in different countries. It is possible to configure up to ten cell phone (SIM card) numbers per user, but only one at a time will be "active".

How it works

A call to *SIM Switch* number is placed and hung up immediately. This guarantees that the call is free of charge since it is never really established. If the SIM Switch request was unsuccessful, you will not be able to make calls from now on, since the

AMCC cannot authenticate you. Such a failure should not happen, unless your new SIM number was configured incorrectly on the AMCC.

What to do if SIM Switch doesn't work

Your previously used SIM card will continue to work, unless there is a problem on the AMCC-side: Check if there is a temporary problem by reinserting the former SIM card. If it does not work, the error is likely to be located at the AMCC.
If repeated attempts to Activate SIM Cards fail and if the configured number of the second SIM card is correct, the reason could be an improper Caller ID sent from your new SIM card. In those cases the switch has to be conducted manually on the AMCC.

12.13.4 MTC Number(s)

MTC stands for Mobile Terminated Call. The *MTC Number* will be associated as Caller ID for your corporate system (AMCC). You could say that this is the identification the AMCC uses towards the AMC. If the *MTC Number* is set, all Enterprise calls must come with this Caller ID otherwise they will not be handled by the AMC. In order to make sure that the number is positively matched, you have to enter your PBX number in international format.

Use Case

The *MTC Number* or prefix identifies a call as an Enterprise (AMC) Call. All AMC Solution features become available for identified *Enterprise Calls*. A 100% match of the *MTC Number* is required for the transmission of Caller IDs (refer to 8.2.2).

Note: To be able to present some Caller ID information when an operator uses CLIP-call screening, the AMC introduces an entry in the Contacts if an MTC number is set in the client configuration.

`Mtc-Number:` [digits]

12.13.5 Fast Forwarding Number

Configure the phone number for the phone you want to have as Fast Forwarding destination In most cases this will be your desk-phone number, but it can be any number. The AMC will offer the option *Fast Forwarding* in the in-call features menu. This option can be used to transfer an active call instantly to the pre-configured number.

`Fast-Forward-Number:` [digits]

12.13.6 Take Number

Note: This option might not be supported by your PBX.

This setting can be used to transfer calls from your desk phone to your mobile phone. Please refer to the documentation of your PBX to check if it supports this feature. There you will also find the information necessary for the configuration of this feature.

`Take-Number:` [digits]

12.14 Server Settings

The IP address is the IP address or host name of your AMCC (or the first network device in between AMC and AMCC). The default port is 5062.

12.15 User Account

12.15.1 Registrar and Port Settings

The IP address and port that have to be entered here, as well as your user credentials, should be given to you by your system administrator.

12.15.2 Username and Password

The *Username* is the username that has been registered on the AMCC. Usually it is your corporate phone number (to make it unique in the system). The *Password* is the one that belongs to your username in the AMCC.

12.16 Cellular Dialing

The *Maximum Number Length* determines after how many digits (of a phone number) the AMC will send DTMF (in cellular networks). In most cases, this depends on the first network device on the way (gateways and trunks in many countries support up to 19 sometimes even 21 digits). To ensure the correct functionality, simply set this value to "0".

Attention

This setting can be used to expedite the dialing of Call-through calls, basically getting it to the same level as with operator supported dialing (OSD) functions enabled. This feature will attach the destination number to the Call-through number. It does not require a data connection. You should however be aware that it only works in countries without fixed number lengths and if you have a trunk with your carrier that allows passing the additional digits.

`Max-GSM-Number-Length`: default is 0

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